

## Texts for LVPG Appointments

Patients can confirm or cancel appointments.

## Introducing MyLeave

It's now easier to request and manage leaves of absence.

## AllSpire News Update

Learn about its accomplishments in this quarterly newsletter.

## Savings at LVHN Fitness—One City Center

Get half-off your first month's membership in September.

## Changes to LVH—Cedar Crest Café

See what's new for the fall season.

## Optimizing Epic: Electronic Patient Forms

In a pilot, patients use MyLVHN to complete forms at home.

## Retirement Strategies for Women

Get dates and locations for this VALIC Seminar.

## Avoiding Ambulance Diversion

Beginning Sept. 15, it's our goal to avoid diversion entirely.



### Read Lehigh Valley Health News

a blog on LVHN.org containing timely health information and health network news.



## Text Messages for LVPG Appointment Reminders Now Available

BY [TED WILLIAMS](#) · SEPTEMBER 11, 2015

Marketing statistics show consumers today tend to be more responsive to text messages as opposed to email or phone messages. That is why we launched a new system today that gives patients of the LVPG practices currently using it the opportunity to receive text messages for appointment reminders. The texts give patients the options of confirming an appointment, canceling it or asking for help in the way of a follow-up from the practice.

All cellphones have the capability to receive these messages. There is no direct charge for the service, which is distributed by TeleVox Software of Mobile, Ala. However, some patients may have cellphone plans that call for additional charges regarding any texting.

About 20 of the more than 140 LPVG practices are not using the TeleVox system at this time. Please check with your LVPG practice to be sure the system is available.



### **This is how the service will be accessible:**

LVPG patients will begin to receive cellphone calls inviting them to opt into the service.

- If they answer the call, they'll be encouraged to press "1" to opt in.
- If they don't answer, a phone message will invite patients to open a new text message and type in "622622" in the "To:" area. They then type "LVHN" into the body and hit send to opt in.

Those opting into the service will receive a confirmation text from LVHN within 24 hours.

LVPG patients also will have opportunities to opt in themselves through promotional materials found in the practices or through the appointment registration process. Patients also will receive similar opt-in instructions through their accounts on our MyLVHN patient portal.

### **This is how the text system will work:**

- Each appointment reminder text message will include the date, time and location of the appointment.
- The patient will be asked to return a text with "Yes" to confirm the appointment, "No" to cancel the appointment or "Help" to get technical assistance information.
- In the first two scenarios, a return text will come from the practice officially confirming or canceling the appointment.

Patients can opt out of the service at any time by sending a text to 622622 and typing "Stop" into the body, or by calling or visiting the practice.

Tags: [Appointment reminders](#) [LVPG](#) [TeleVox](#) [Text messages](#)



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## MyLeave Makes it Easier to Request and View Leave-of-Absence Status

BY [SHEILA CABALLERO](#) · SEPTEMBER 8, 2015

A new software portal located on the SSO toolbar makes it easy for colleagues and supervisors to manage leave-of-absence (LOA) requests. MyLeave allows you to request and track the status of LOAs, including whether a leave has been approved, is pending, denied and other statuses. You'll also be able to view the duration of your leave, leave balance, date range and other important information.

"Employee health used to get hundreds of calls daily regarding LOAs," says employee health director Carol Guanowsky, RN. "The previous process wasn't sustainable. MyLeave streamlines the process and is user-friendly. It also helps us maintain compliance with the Family and Medical Leave Act."

You can request an LOA in a few simple steps:

1. Talk to your supervisor about your need for an LOA

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**MyLeave** powered by Qvera

Welcome | Logout

**Request New Leave**

**Navigation**

Step #1: Leave Type  
Step #2: Leave Dates  
Step #3: Additional Info  
Step #4: Confirmation

**Step #1: Leave Type**

**Instructions:** Please refer to the FAQ's for all of your questions regarding leave. If leave is for pregnancy and bonding, please only select Your Pregnancy.

**Leave is for:**

- ☒ Your own medical condition (not pregnancy)
- ☐ Your Pregnancy
- ☐ Bonding with Newborn
- ☐ Care of Spouse
- ☐ Care of Child under 18
- ☐ Care of Parents
- ☐ Other

**Reason** [Not selected]

**Relationship** [Not selected]

**Leave Reason Details:** (Optional)

I will be having surgery on 11/8/15 and expect to have a two week recovery period.

Cancel Previous Next Finish

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*Click to enlarge the screenshot of MyLeave.*

2. Click on the [MyLeave portal](#) on the SSO toolbar
3. Register for MyLeave using your employee number (found in API under the Employee tab or on your printable pay stub in Lawson), your work email address (you must use the domain name @lvh.com), date of birth and last four digits of your social security number.
4. Read the FAQs in the MyLeave toolbox
5. Fill out the online request

Once you request an LOA, your supervisory team (your supervisor and one level above) will get an email alert that your request has been made. Employee health will respond to your request within approximately five days by mailing an eligibility notice and packet of forms to your home mailing address. You will need to act on the forms within 20 days.

If you don't have access to a computer, or are incapacitated and unable to make the request yourself, ask your supervisor to make it for you. It's important to note that your medical diagnosis is private and protected under the law. It will never be seen or shared with your supervisory team.

To learn more about LVHN's [leave-of-absence](#) process and the steps to request a leave, visit the [MyLeave portal](#) on the SSO toolbar.

Tags: [Carol Guanowsky](#) [Family and Medical Leave Act](#) [FMLA](#) [leave-of-absence](#) [LOA](#) [MyLeave](#) [SSO toolbar](#)

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## Introducing the AllSpire News Update

BY [ADMIN](#) · SEPTEMBER 10, 2015

### Special Announcement



**\*\*\*This message is from Brian Nester, DO, MBA, FACOEP, president and chief executive officer\*\*\***

Nearly two years ago, Lehigh Valley Health Network joined with six other health systems in Pennsylvania, New York and New Jersey to form AllSpire Health Partners. Since then, the seven partner organizations have met regularly, focused their vision and are advancing goals that will improve clinical quality and cost savings.

Now we're sharing the latest AllSpire information with you. [Click here](#) to download the first edition of the AllSpire News Update. We will produce this newsletter quarterly, sending it to you by email and also posting it here, on LVHN Daily.



Each edition of the [AllSpire News Update](#) will keep you apprised of AllSpire's accomplishments and aspirations. Each edition also will be shared with employees at all seven AllSpire partner hospitals.

Inside this issue you'll read about AllSpire's measureable results to date in clinical quality, advances in group



purchasing and innovation in laboratory services.

We look forward to updating you quarterly as AllSpire continues its journey in this exciting health care environment.

Tags: AllSpire AllSpire Health Partners AllSpire News Update Brian Nester Dr. Nester Partnerships

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## Half-Off Membership to LVHN Fitness—One City Center in September

BY [KYLE HARDNER](#) · AUGUST 26, 2015

It's a great feeling to finish a brisk workout. It's also a great feeling to save money.

Now, in the month of September, you can do both.

If you become a member at our state-of-the-art [LVHN Fitness—One City Center](#) location in downtown Allentown this month, you'll get half-off your first month's membership fee. So if you're an adult (age 14-59), instead of paying the normal \$55 fee for your first month, you'll pay just \$27.50. Additional discounts apply if you are a student, military member, if you take a family membership, or if you are an LVHN employee.



Membership entitles you to:

- Work out on more than 40 cardiovascular machines
- Use our complete line of weight-training equipment
- Participate in group classes
- Benefit from free, dedicated parking in the Eighth Street Arena Garage
- Utilize other LVHN Fitness locations (1243 S. Cedar Crest Blvd., Allentown, and 1770 Bathgate Road,

Bethlehem)

Learn more about fitness membership benefits and [becoming a member](#).

To take advantage of this short-term special, call 484-862-3001.

Tags: Culture of Wellness LVHN Fitness

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## Changes Coming to LVH–Cedar Crest Café

BY BRITTANY BANZHOFF · SEPTEMBER 8, 2015

With the summer season coming to a close and the fall season quickly approaching, a few changes will occur in the café at LVH–Cedar Crest. Here is what's new:

### **Wednesdays at the Main Fare station: “Oodles”**

- Choose your vegetables, protein, broth, noodle selection and toppings in this exciting new dish that will be offered weekly.

### **New Mindful dishes at the Main Fare station**

- New items include chicken curry, stuffed potato dishes and catfish shrimp stew.

### **‘Grab and Go’ items available at the grill**

- Tired of waiting in line? Don't have enough time? Hamburgers, cheeseburgers and grilled chicken sandwiches are ready to take for your convenience.



Hour changes at the Pandini’s station

- Custom pasta station: Available Monday-Friday, 11 a.m.-2 p.m.
- Hand-tossed salad station: Available daily 11 a.m.-7 p.m.
- Individual baked pastas: Available daily 11 a.m.-8 p.m.
- Pizza station: Available daily 11 a.m.- 10 p.m.

More changes

- Pizza rolls and/or calzones are now offered daily at the pizza station.
- Look for new individual baked pasta specials.
- Watch for new Limited Time Offers (LTOs) at the grill station.

Tags: Cafe Cafeteria LVH-Cedar Crest Sodexo

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New Letters Brighten Entranceway at LVH—17th Street; Coming Soon to LVH—Cedar Crest

6 AUG, 2015



## Optimizing Epic: Electronic Patient Forms

BY JENN FISHER · SEPTEMBER 11, 2015



- **Scene from today:** You're seated at your provider's office, frantically trying to fill out forms you received at check-in. One page. Two pages. Three pages. Hand cramps up. Pen runs out of ink.
- **Scene in the near future:** At home, you log into MyLVHN while seated at your kitchen table. In the portal, you fill out several forms your provider wants to review at your next appointment. Great news: You can do this at your own pace. Best part: Your doctor can spend more time with you because your information populates your electronic medical record in Epic.

The scene from the “near future” is currently in the works as part of a Wave 1 optimization project at selected LVPG practices, according to LVPG administrator, clinical services, Niki Hartman, RN. “Three practices – LVPG Neurology, LVPG Endocrinology and

LVPG Internal Medicine–Muhlenberg – are working with members of the LVHN Epic team to develop and test electronic patient forms that will let patients fill in the information at home on their personal electronic device or on a tablet handed to them in the practice,” Hartman says.

## Taking Patient Forms from Paper to Digital

Forms will cover commonly required types of information like review of systems (ROS,) patient history and screening, as well as, questionnaires that are disease-specific. The system will also recognize if a patient has more than one appointment in a day or a week, so only one ROS and history questionnaire would need to be completed, not one for each visit within a short timeframe.

“The great part is that the information from these questionnaires will be pulled into the patient’s electronic medical record (EMR). That will give providers more time to interact with their patients as opposed to typing information into the EMR from paper forms,” Hartman says.

Currently forms are being built and tested by the optimization team assigned to this project. It’s expected that the pilot sites will begin using the electronic forms starting in December – and not a moment too soon. “Patients want this technology and are ready to use it,” Hartman says. “We can’t wait to bring it to the pilot sites and see how well it works.”

Tags: Epic

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En Route to Optimization

## Retirement Strategies for Women

BY [TED WILLIAMS](#) · SEPTEMBER 9, 2015

VALIC Retirement, the company managing our retirement plans, will host the seminar “Retirement Strategies for Women” at the following locations:

**Sept. 15** – 12-1 p.m., LVHN–Mack Boulevard room 6B

**Sept. 16** – 12-1 p.m., LVH–Cedar Crest ECC room 5

**Sept. 17** – 12-1 p.m., LVH–17<sup>th</sup> Street auditorium

Registration is required to attend one of these seminars. [Click here to register](#) and enter one of the following codes:

For LVHN–Mack Boulevard seminar: LVHALL11BD

For LVH–Cedar Crest seminar: LVHALL11BC

For LVH–17<sup>th</sup> Street seminar: LVHALL11BF

VALIC Retirement advisors are available to help you at:



LVH–Cedar Crest:

Jeff Hofmann: 610-402-8801

Michael Ryan: 610-402-8801 (advisor for LVPG colleagues)

LVH–17<sup>th</sup> Street:

Tim Schroyer: 610-969-2625

LVH–Muhlenberg and Health Network Laboratories:

Kevin Gertz: 610-392-9912

Tags: Retirement Valic

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5 MAY, 2015

## Inpatient Access Update

BY [ADMIN](#) · SEPTEMBER 11, 2015

**\*\*\*This message is from David Burmeister, DO, chair, department of emergency and hospital medicine; Kim Jordan, vice president, patient care services, LVH–Cedar Crest; and Jacqueline Fenicle, vice president, patient care services, LVH–Muhlenberg\*\*\***

Inpatient access is essential for the future success of our organization. As proud members of the LVHN team, we feel passionately that LVHN provides the best care for our community members. We clearly understand that our patients want to come to LVHN for their medical needs. Unfortunately, because of issues with patient access and flow through our system, we occasionally need to turn these patients away. These patients are typically directed to other healthcare facilities because of deficient bed availability and a high inpatient census with no more room in our emergency departments.

As everyone has been informed, LVHN has established a FY16 Inpatient Access goal that targets significant reductions in ambulance diversions. In order to achieve this goal we need each and every colleague to work together to help avoid diversion in the future. Therefore, we will need to remain vigilantly focused on decreasing inpatient length of stay (LOS) and improving transitions of care. This will need to take place along the care continuum throughout our entire organization. We ask that you also please continually look for efficient and cost-effective ways to deliver our high quality inpatient and outpatient care.

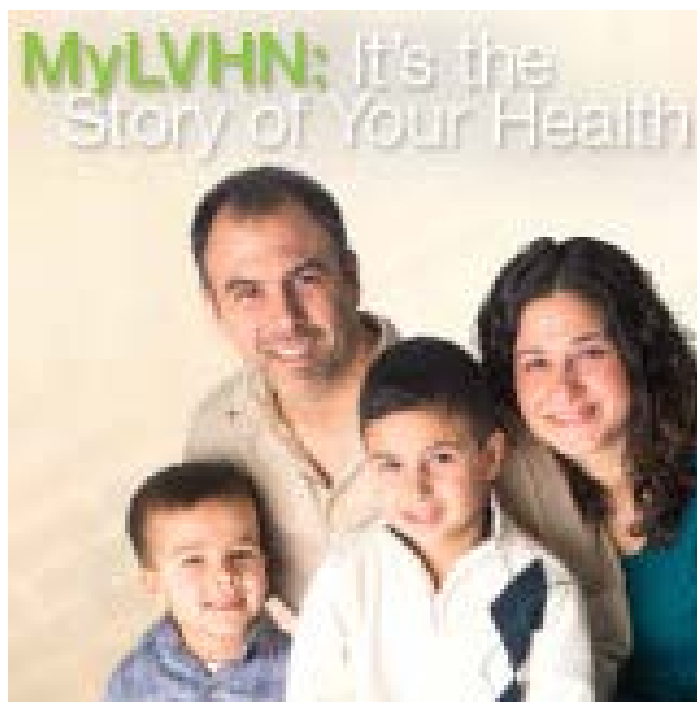
A reduction of inpatient LOS will allow us to open beds for walk-in and ambulance patients who seek care and need admission to our hospitals. There are multiple workgroups focusing on decreasing inpatient LOS, so we are confident that we can make a positive impact on this metric. The network has committed multiple resources to avoiding diversion: we have opened and staffed inpatient beds; added staffing in areas of need; augmented clinical resources, and most importantly, changed processes to improve care. Some of these countermeasures have already been implemented, while many others will be introduced during the current fiscal year and beyond.

It is important for all of us to be aware of our shared network goal to entirely avoid ambulance diversion starting September 15, 2015. The organization will need to constantly monitor patient movement throughout our entire continuum of care – including emergency departments, inpatient floors, intensive care units, operating rooms, procedure units, rehabilitation center and outpatient practices. We are all in this together.

We would like to thank all of you for your efforts within the organization to improve the efficient delivery of high quality care for our patients. We appreciate your continued efforts to make this LVHN goal a reality. Our patients and families will thank you as well.

Tags: [David Burneister](#) [Goals](#) [Jacqueline Fenicle](#) [Kim Jordan](#) [Length of Stay](#)

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